COMMSEC ADVISER SERVICES USER GUIDE

Welcome to the CommSec Adviser Services trading website, offering market-leading functionality to help you get more from your online trading and investing:

- Powerful charting giving you valuable insight into client holdings and the market
- Advanced features including conditional orders, options trading, trading alerts and access to our Research Plus information packages
- Straight through processing to get your trades to market fast
- Convenient and feature-rich cash management service through the optional CBA Accelerator Cash Account and Term Deposit
- Online reporting tools to better manage your clients account keeping efforts

CommSec
Adviser Services

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CommSec Adviser Services

COMMSEC ADVISER SERVICES USER GUIDE

01. LOGGING INTO THE COMMSEC ADVISER SERVICES TRADING WEBSITE:

To login to your account, enter your Username and Password details into the login box located in the top right-hand corner of the screen.

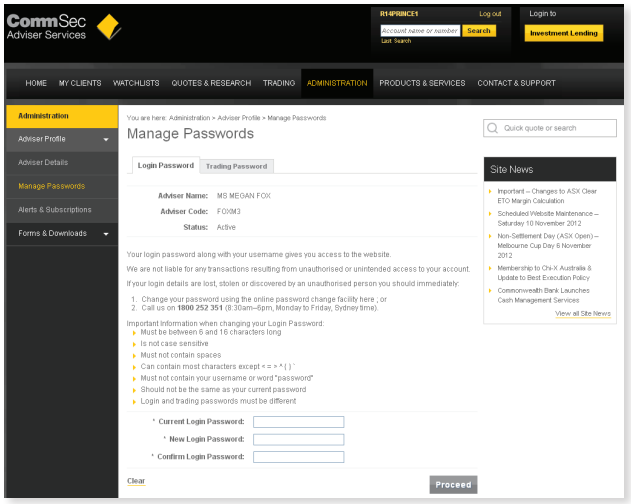
For Clients:

The CommSec Adviser Services trading website gives Advisers the ability to provide clients with 'view-only' access to key website functions and information. 'View-only' access is nominated, along with the client Username and Password, when adding a new client through the **Add Client** process.

Clients may then use these details to login at www.commsecadviserservices.com.au. If you would like to grant or modify 'view-only' access for an existing client, you can do so by contacting the Customer Support Team on 1800 252 351.

Manage Passwords:

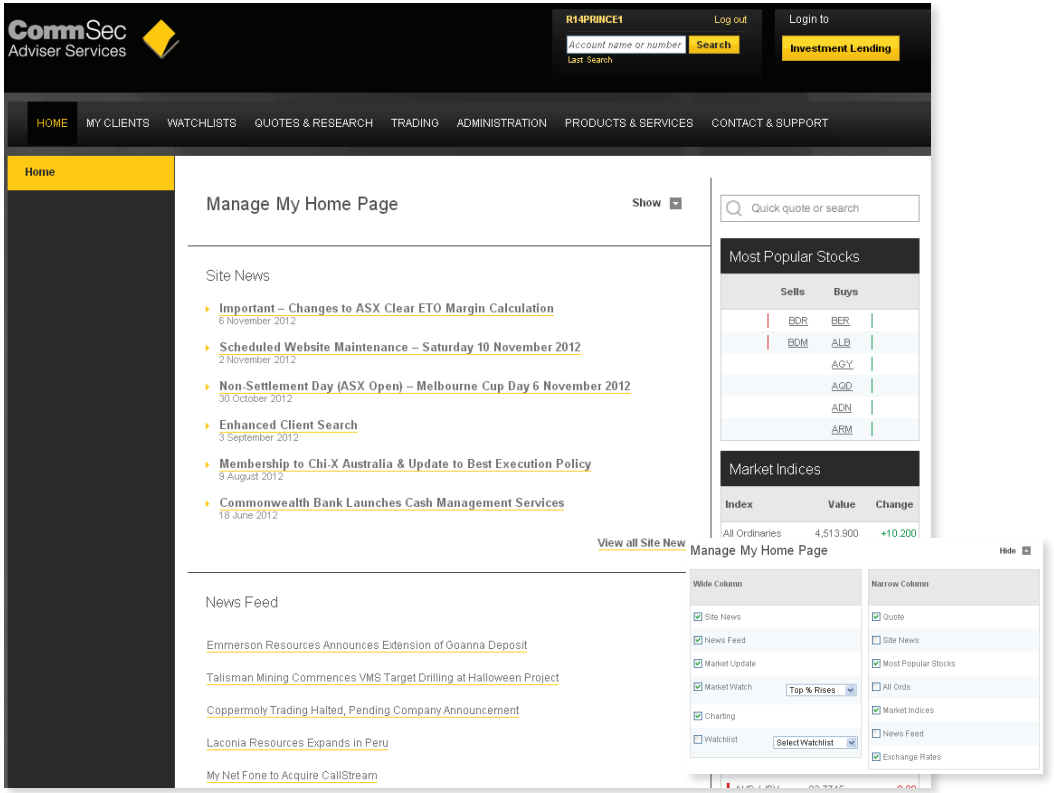
To change your password online, click on **Administration** on the top toolbar and select **Manage Passwords.**



FEATURES

'View-only' access allows clients to conveniently view their holdings, financial transaction information, confirmation contract notes, quotes and research, without the ability to place trades or see other client information.

02. YOUR CUSTOMISABLE HOMEPAGE



Using the **Manage My Homepage** feature, you can customise the logged in homepage to suit your needs. Simply click **Show** in the top right corner to launch the **Manage My Homepage** window and select the content items you want to display.

FEATURES

Customise your homepage and choose to see what's most important to you.

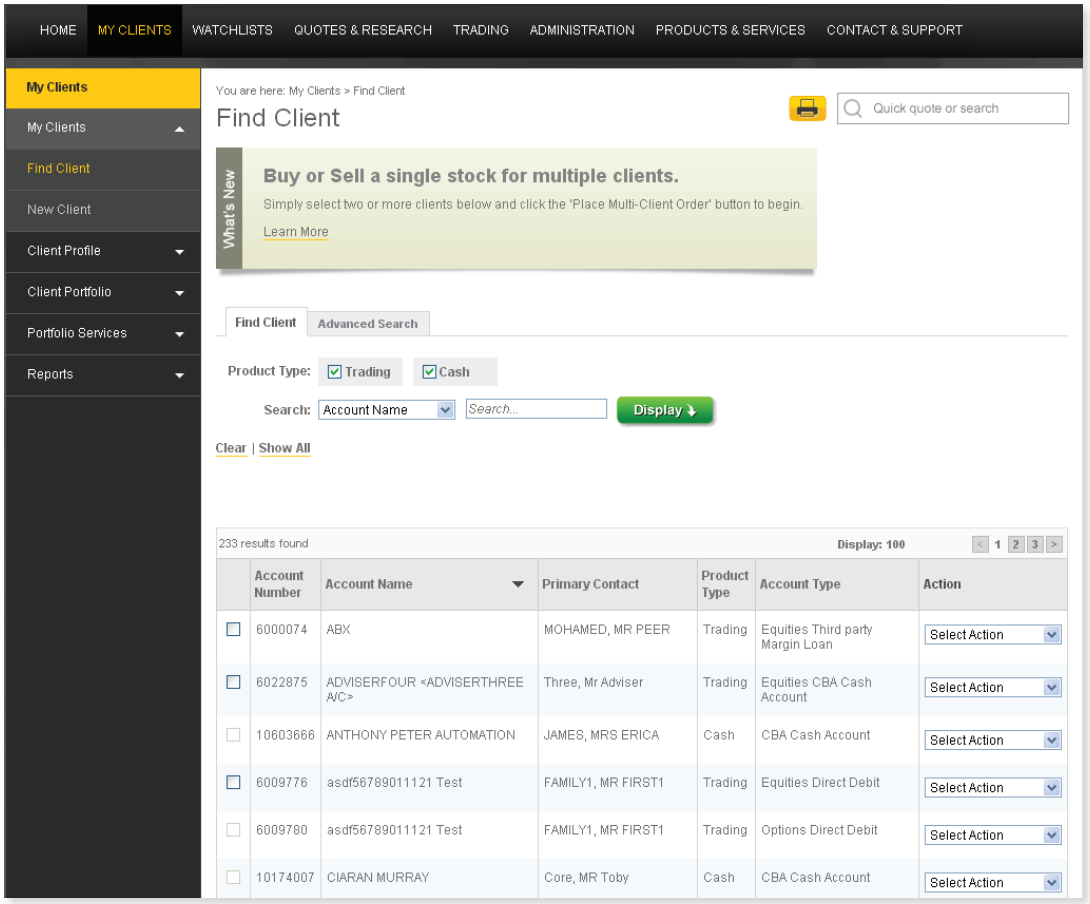
QUICK TIP

When customising your homepage, choose from a range of information and functions including the latest News Feeds, Market Update, Market Watch, Watchlist, All Ords, Market Indices and Exchange Rates.

03. FINDING A CLIENT

To locate an existing client, click on the **My Clients** tab on the menu, then **Find Client**. You will be taken to the **Find Client** page where you can search for clients by account name or number, filter by cash or trading accounts, or view a list of all client accounts.

To select a client or account, click on the account name.

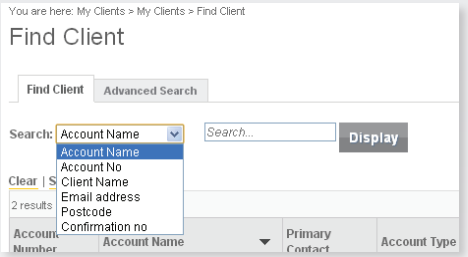


QUICK TIP

Client Search

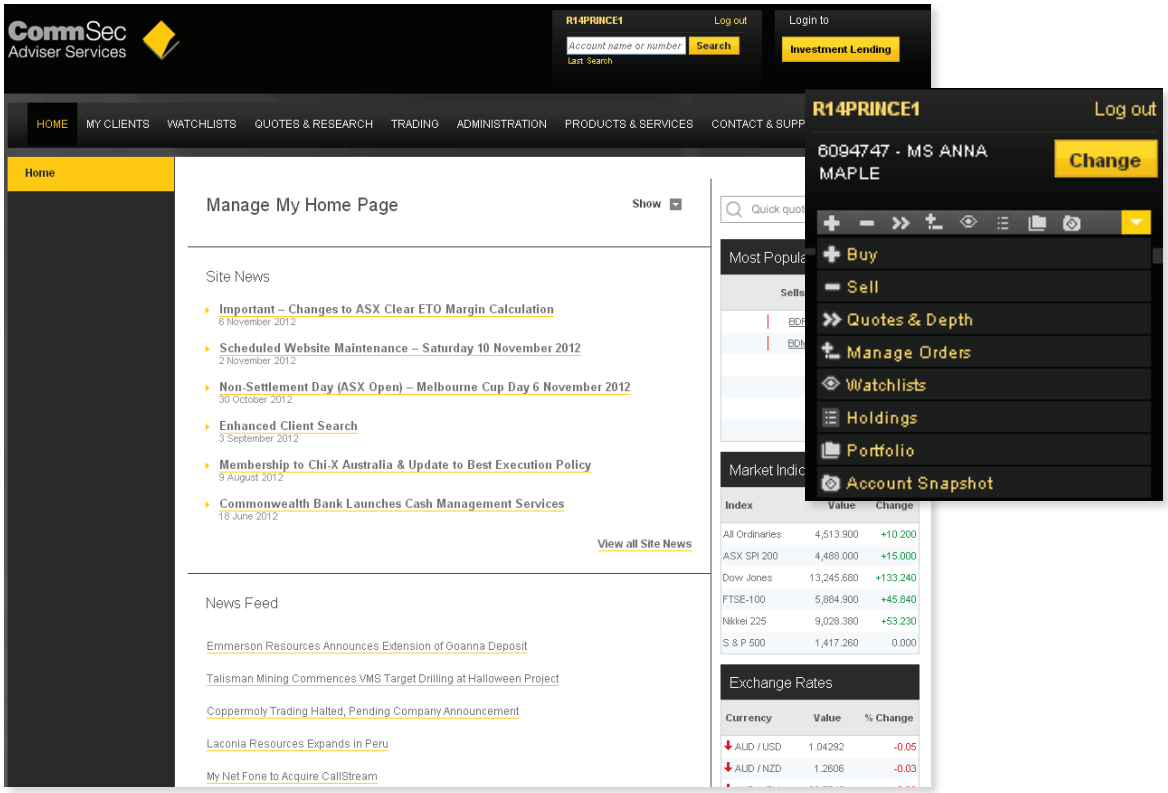
You can change your selected client at any time by clicking 'Change' in the **Quick Links** menu bar.

Alternatively, navigate to the Find Client page by clicking on **My Clients> Find Client** which includes separate Account and Client search functions. Search by Account Name or Number to find a specific account, or by Client Name for all accounts associated with a client



04. QUICK LINKS MENU

Once you have selected a client, the **Quick Links** navigation toolbar will appear. **Quick Links** helps you access important parts of the website faster and is always visible just below the login details box at the top right of the screen.



So wherever you are on the website, you're never more than one-click away from the most popular functions including Buy, Sell, Quotes and the Account Snapshot feature.

FEATURES

The Quick Links menu gives you one-click access to the most popular functions from any page in the site.

QUICK TIP

Quick Links navigation will appear once you have selected a client.

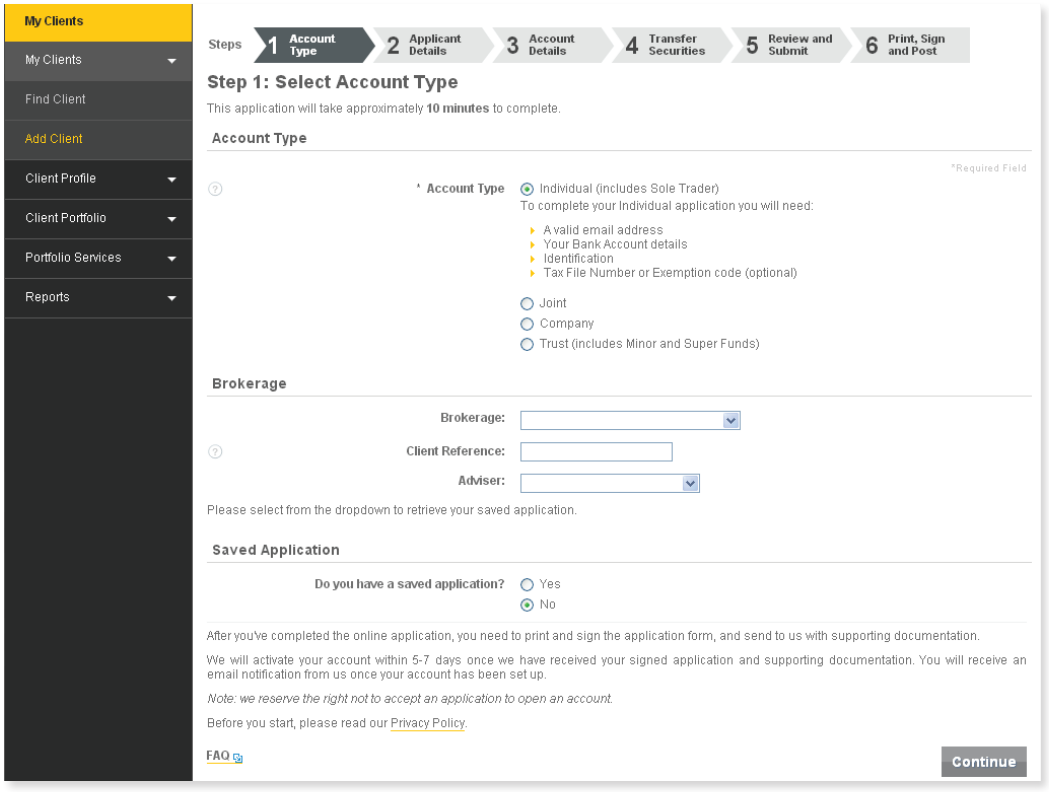
Roll over the icons in the menu with your mouse cursor to display the text explanations.

Client Search

You can change your selected client at any time by clicking 'Change' in the **Quick Links** menu bar.

05. ADDING A NEW CLIENT

To set up a new client account, click **My Clients** on the menu then **Add Client**. Setting up a new client account is a simple 6 step process, and should take you less than ten minutes to complete.


My Clients
My Clients
Find Client
Add Client
Client Profile
Client Portfolio
Portfolio Services
Reports
Steps
1 Account Type
2 Applicant Details
3 Account Details
4 Transfer Securities
5 Review and Submit
6 Print, Sign and Post
Step 1: Select Account Type
This application will take approximately 10 minutes to complete.
Account Type
*Required Field
* Account Type
Individual (includes Sole Trader)
To complete your Individual application you will need:
A valid email address
Your Bank Account details
Identification
Tax File Number or Exemption code (optional)
Joint
Company
Trust (includes Minor and Super Funds)
Brokerage
Brokerage:
Client Reference:
Adviser:
Please select from the dropdown to retrieve your saved application.
Saved Application
Do you have a saved application?
Yes
No
After you've completed the online application, you need to print and sign the application form, and send to us with supporting documentation.
We will activate your account within 5-7 days once we have received your signed application and supporting documentation. You will receive an email notification from us once your account has been set up.
Note: we reserve the right not to accept an application to open an account.
Before you start, please read our Privacy Policy.
FAQ
Continue

Once you have completed the online application you will need to print and sign the application form and post with supporting documentation.

FEATURES

Dividend Direction

You can now select to have your clients' dividends paid directly into their linked Commonwealth Bank Accelerator Cash Account (CBA ACA) either when setting up new clients or via the Client Account Details page. To access the **Client Account Details** page, select **My Clients >Personal & Account Details** from the top menu and click on the **Account Details** tab.

We'll then provide your client's Account Number and BSB to the share registries automatically for their existing and new holdings each time you purchase securities on their CommSec Adviser Services[1] CHESS sponsored Share Trading Account.

For further information, see section 5a and 5b.

CommSec Adviser Services is a brand of Commonwealth Bank of Australia (CBA) ABN 48 123 123 124 AFSL and Australian credit licence 234945. Share Trading through CommSec Adviser Services is a service provided by Australian Investment Exchange Ltd (AUSIEX) ABN 71 076 515 930 AFSL 241400, a Participant of the ASX Group and Chi-X Australia.

Please note: Not all companies or share registries support electronic payment of dividends or their direction.[1] If your client holds shares in one of these companies, they may still receive a dividend cheque sent to their registered address.

QUICK TIP

Avoid completing multiple forms and save time by taking advantage of the online integrated application. With the ease of one click, you can opt to apply for a CBA Accelerator Cash Account for your client combined with the trading account.

06. TRADE SETTLEMENT

There are three options available for the settlement of funds: Direct Debit, Third Party Margin Loan or Cash Management Account.

1. **Direct Debit:**

   As an Adviser you are able to place trades on behalf of clients on credit. Funds are then transferred by direct debit to/ from your client's nominated account at the time of settlement (usually T + 3).

2. **Third Party Margin Loan:**

   The CommSec Adviser Services trading website allows settlement to any nominated third party margin loan.

3. **Cash Management Account** – The Commonwealth Bank's (CBA) Accelerator Cash Account (ACA):

   Elect to open an ACA for your client during the Add Client process and the account will be automatically nominated for settlement and provide you with the ability to seamlessly view your client's account balance and transaction history via the CommSec Adviser Services trading website.

QUICK TIP

Clients can update their nominated account details by completing and returning the 'Change of Payment Options - Direct Debit/ Direct Credit Request' form.

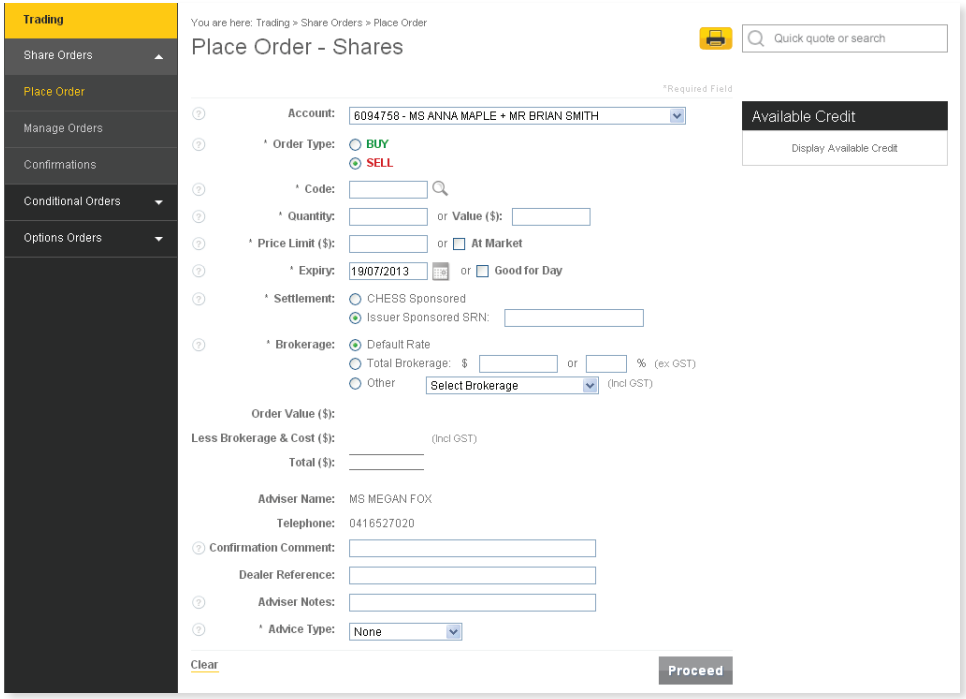
This form can be accessed from either the **Administration > Forms & Downloads > Forms** or **My Clients > Client Profile > Personal & Account Details** pages.

07. PLACING AN EQUITY TRADE

We've made placing a share trade quick and easy by giving you the ability to place a trade in a number of different ways:

- From the **Quotes** page, once you've located your desired security, click Buy Buy or Sell Sell .
- From your **Watchlist** or **Portfolio** click on a stock to be taken to the **Quotes** Page. From there you can choose to Buy Buy or Sell Sell as described above.
- You can also place an order from the **Share Orders > Place Order** page under **Trading** in the main menu.

To place an order you will first need to select a client. If you have not selected a client you will be redirected to the **My Clients > Find Client** screen to select one. Once you have selected a client, to place an order from the **Share Orders > Place Order** page simply complete all fields marked with a red asterisk and follow the prompts. You can learn more about what information is required in each of the fields by hovering your mouse curser over the question marks to the left of each field.



FEATURES

1. Search for all equity codes using the predictive stock picker
2. Quote and market depth views are available from within the Order Pad so price adjustments can be made immediately
3. Order estimates are displayed dynamically once all fields in the Order Pad are completed
4. View your available credit within the Order Pad before completing a transaction.

QUICK TIP

Buy or sell an equity from any page using the Buy (+) or Sell (-) icon in the **Quick Links** menu beneath the login box at the top right of the screen.

07 a. PLACING AN EQUITY TRADE VIA 'SINGLE STOCK, MULTI-CLIENT' TRADING FUNCTIONALITY

There are two ways to access the 'Single Stock, Multi-Client' order pad:

1. From the **My Clients > Find Client** page; and
2. By clicking on **Trading** in the top menu and selecting **Single Stock, Multi-Client**

When starting from the **My Clients > Find Client** page, tick the boxes to the left of each client record to select the clients you wish to place a trade for and click **Place Multi-Client Order.**

Step 1. Set up

Complete the order details in first section of the page as you would for a single order and select **Apply Instructions** to apply them to each client.

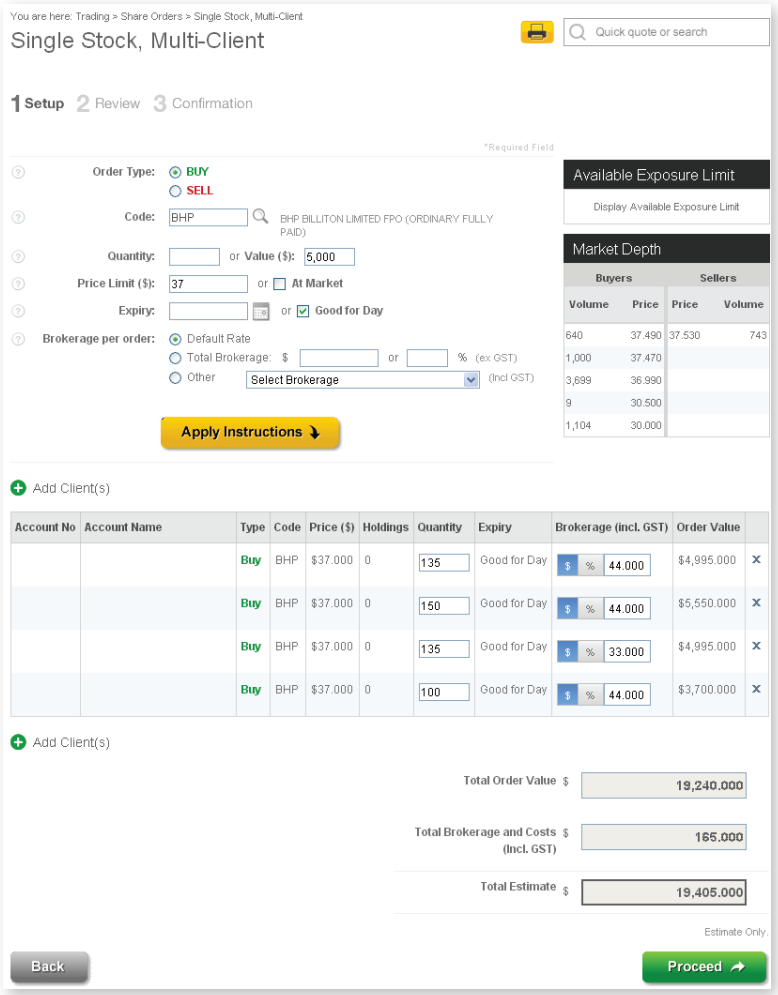
Amend the order details for individual clients if required and click **Proceed** to review before placing order.

Step 2. Review

Review your Buy or Sell order then confirm your approval by entering your trading password and clicking **Submit.**

Step 3. Confirmation

You will now receive a confirmation of your order.


You are here: Trading > Share Orders > Single Stock, Multi-Client
Single Stock, Multi-Client
Quick quote or search
1 Setup 2 Review 3 Confirmation
*Required Field
Order Type: BUY SELL
Code: BHP BHP BILLITON LIMITED FPO (ORDINARY FULLY PAID)
Quantity: or Value ($): 5,000
Price Limit ($): 37 or At Market
Expiry: or Good for Day
Brokerage per order: Default Rate
Total Brokerage: $ or % (ex GST)
Other Select Brokerage (Incl GST)
Apply Instructions
Available Exposure Limit
Display Available Exposure Limit
Market Depth
Buyers Sellers
Volume Price Price Volume
640 37.490 37.530 743
1,000 37.470
3,699 36.990
9 30.500
1,104 30.000
Add Client(s)
Account No Account Name Type Code Price ($) Holdings Quantity Expiry Brokerage (incl. GST) Order Value
Buy BHP $37.000 0 135 Good for Day $ % 44.000 $4,995.000
Buy BHP $37.000 0 150 Good for Day $ % 44.000 $5,550.000
Buy BHP $37.000 0 135 Good for Day $ % 33.000 $4,995.000
Buy BHP $37.000 0 100 Good for Day $ % 44.000 $3,700.000
Add Client(s)
Total Order Value $ 19,240.000
Total Brokerage and Costs (Incl. GST) $ 165.000
Total Estimate $ 19,405.000
Estimate Only.
Back
Proceed

FEATURES

1. Get multiple clients in or out of a single stock faster and more efficiently than ever before
2. Apply order instructions to multiple clients or modify order instructions at an individual client level
3. Handy alert icons highlight any potential issues with the order before you proceed

QUICK TIP

1. Once you select two or more clients, the **Place Multi-Client Order** button will appear
2. Select up to 20 clients per trade
3. Easily toggle between 'dollar' or 'percent-based' brokerage

07 b. PLACING AN EQUITY TRADE VIA 'MULTI-STOCK, SINGLE CLIENT' TRADING FUNCTIONALITY

There are several ways to place a Multi-Stock trade for a client:

1. To Buy new stocks for a client, use the Multi-Stock, Single Client order pad from Trading in the top menu; and
2. To Buy or Sell stocks a client currently holds, use the Holdings page **(Client Portfolio > Holdings).**
3. Buy multiple stocks for a client directly from your watchlists.

Step 1. Setup

Within the 'Setup' screen, simply type in the stock code or description of each stock and select **Add to Order.**

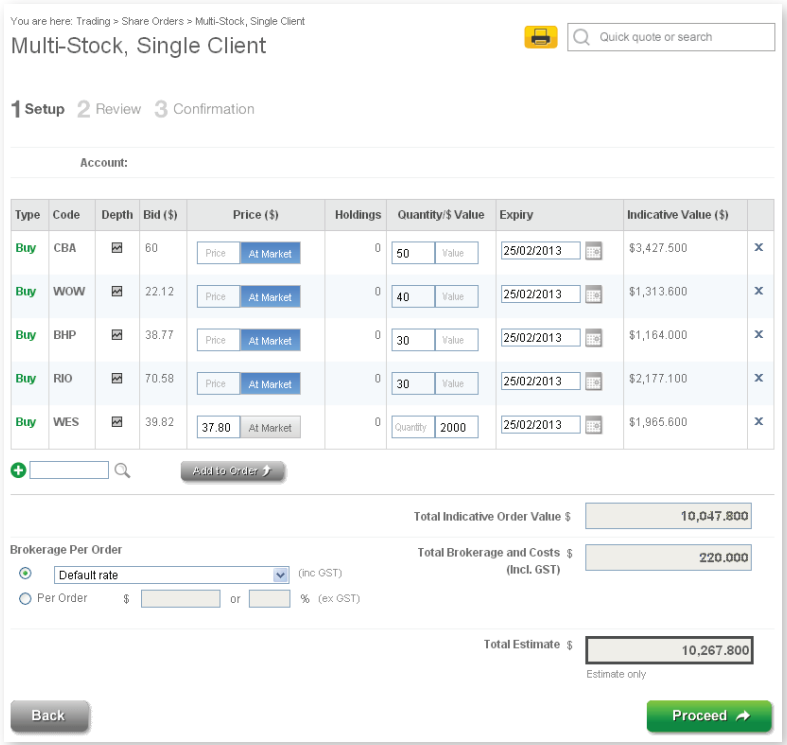
Select the relevant brokerage option for this client and click **Proceed.**

Step 2. Review

Review your Buy or Sell order then confirm your approval by entering your trading password and clicking **Submit.**

Step 3. Confirmation

You will now receive a confirmation of your order.


You are here: Trading > Share Orders > Multi-Stock, Single Client
Multi-Stock, Single Client
Quick quote or search
1 Setup 2 Review 3 Confirmation
Account:
Type Code Depth Bid ($) Price ($) Holdings Quantity/$ Value Expiry Indicative Value ($)
Buy CBA 60 Price At Market 0 50 Value 25/02/2013 $3,427.500
Buy WOW 22.12 Price At Market 0 40 Value 25/02/2013 $1,313.600
Buy BHP 38.77 Price At Market 0 30 Value 25/02/2013 $1,164.000
Buy RIO 70.58 Price At Market 0 30 Value 25/02/2013 $2,177.100
Buy WES 39.82 37.80 At Market 0 Quantity 2000 25/02/2013 $1,965.600
Add to Order
Total Indicative Order Value $ 10,047.800
Brokerage Per Order
Default rate (inc GST)
Per Order $ or % (ex GST)
Total Brokerage and Costs $ (Incl. GST) 220.000
Total Estimate $ 10,267.800
Estimate only
Back
Proceed

FEATURES

1. Rebalance client portfolios and respond quickly to market movements promptly and efficiently
2. Apply order instructions to multiple stocks or modify order instructions at an individual stock level
3. Handy alert icons highlight any potential issues with the order before you proceed

QUICK TIP

1. Select up to 20 stocks per trade
2. Easily toggle between a 'Price' and 'At Market' options as well as 'Quantity' and 'Value'

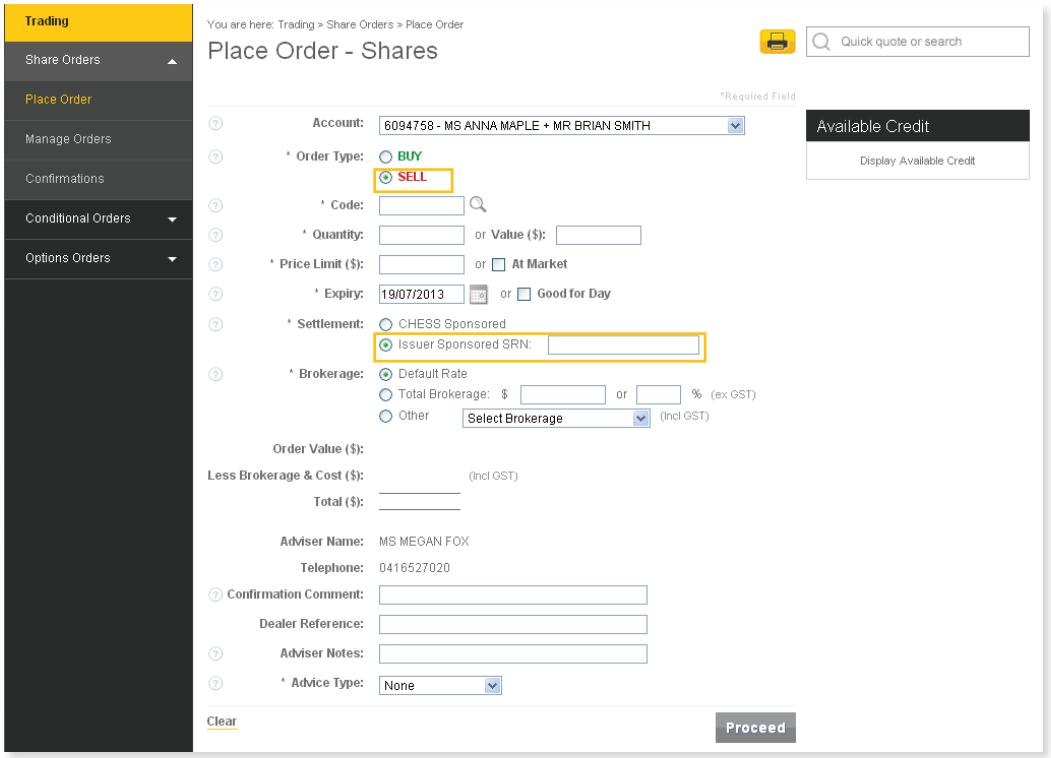
08. ISSUER SPONSORED SELLING

There are two ways to sell issuer sponsored shares:

1. Over the phone through our Trading Room.
2. Online via the standard **Place Order – Share Orders** screen by selecting **Trading > Share Orders > Place Order**.

As per the process for placing a share trade, you must first select a client. If you have not selected a client you will be redirected to the **My Clients > Find Client** screen.

To sell your clients' Issuer Sponsored holdings simply select **Sell** under **Order Type** in the order pad and enter the **Issuer Sponsored SRN** (Security Reference Number) when prompted under **Settlement**.



FEATURES

Buy or sell both participant sponsored and issuer sponsored equities from the one convenient screen.

QUICK TIP

You can add and manage Issuer Sponsored holdings for your clients from within the **My Clients > Client Portfolio > Holdings** screen using the 'Add Issuer Sponsored Holdings' function.

To place a trade for another client, simply select **Change** from the Quick Links menu in the top right corner of your screen.

09. PLACING AN OPTIONS TRADE

Important:

Before you can begin trading Options on behalf of your client, your client will need to apply for an Options trading account. To apply for an Options trading account, download and complete the ***Exchange Traded Options PDS and application form*** *and return the application form to us. Advisers can assist by filling out the application on behalf of the client. Before doing this however, please ensure your client receives a copy of the ETO PDS. The PDS and application can be accessed from the website under* ***Administration > Forms & Downloads > Forms*** *in the main menu.*

Placing an Options trade is similar to placing an Equity trade and can be done in a number of ways:

- After locating the desired Options security on the **Quotes** page, click Buy Buy or Sell Sell .
- Click on an Options security from within your **Watchlist** or **Portfolio**. This will take you to the **Quotes** screen for the security where you can choose Buy Buy or Sell Sell as described above.
- You can also place an order via the **Place Order – Options** page under **Trading** in the main menu.

To place an Options trade you will first need to select a client with an Options trading account. Once you have selected a client, place an Options trade via the **Place Order – Options** page by completing all fields marked with a red asterisk and follow the prompts.

FEATURES

1. Search for all equity codes using the predictive stock picker
2. Ensure the search returns only relevant results by selecting 'Options' from the **Type** drop down box
3. Quote information is available from within the Order Pad so price adjustments can be made immediately
4. Order estimates are displayed dynamically once all fields in the Order Pad are completed
5. View your available credit within the Order Pad before completing a transaction.

QUICK TIP

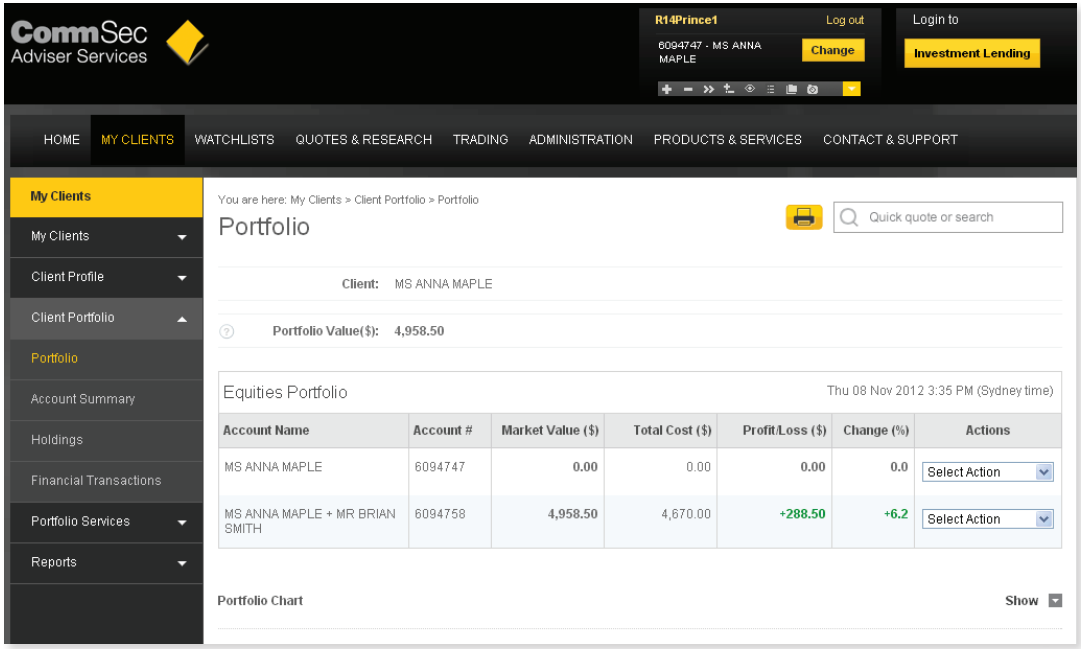
Access the 'Place Order – Options' screen by selecting **Trading > Options Orders > Place Order** from the main menu.

The Exchange Traded Options Product Disclosure Statement issued by Australian Investment Exchange Ltd ABN 71 076 515 930 AFSL 241400 is available from commsecadviserservices.com.au and should be considered before making any decisions about this product. As this information has been prepared without considering you, or your clients' objectives, financial situation or needs, you and your client should before acting on this information, consider its appropriateness to your clients' circumstances. Fees, charges and approval process applies.

10. SMART PORTFOLIO

The **Portfolio** section allows you to see a range of portfolio information for a particular client:

- Portfolio
- Account Summary
- Holdings
- Confirmations
- Financial Transactions
- Options Statements (*if applicable*)



FEATURES

Get an overview of your client's entire position quickly and easily.

QUICK TIP

Access the 'Portfolio' screen by selecting **My Clients > Client Portfolio > Portfolio** from the main menu, or select **Portfolio** from the Quick Links menu.

The **Cash Portfolio** section provides and effortless overview of the CBA ACA account balances. If the ACA is linked to a Trading Account, the Trading Account Number will be displayed in the Linked Account # column. For these linked accounts you will transaction visibility. For a standalone ACA, only the balance will be displayed.

11. CBA CASH MANAGEMENT SERVICES

Incorporating the Commonwealth Bank's Accelerator Cash Account (ACA) and Term Deposit products, the CBA Cash Management Services offer visibility and control of your clients' investments and cash flow.

Seamlessly integrated into the CommSec Adviser Services trading website, the Accelerator Cash Account:

- Lets you confidently manage your clients' trading with visibility and control of client balances and transactions within CommSec Adviser Services as well as some third party software packages
- Saves you time with the option of opening an Accelerator Cash Account for your clients during the trading account origination process
- Makes managing client cash flow and investments easy with the ability to transact on the client's behalf with a signed Authority to Operate in place
- Can be linked to a CBA Term Deposit to create a convenient, fully-featured cash hub

FEATURES

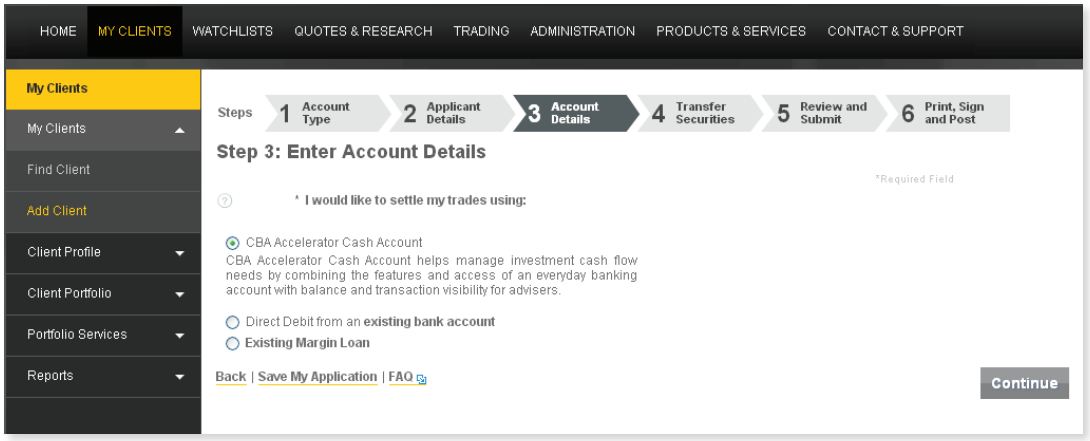
- View client account balances and financial transactions through the CommSec Adviser Services trading website
- Transfer client funds between linked client Commonwealth Bank accounts and to any Australian third party account
- Data feeds to some third party software packages let you view client account balances and transactions through your planning tool

Accelerator Cash Account and Term Deposit are products of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 ('Bank') and are administrated by Australian Investment Exchange Ltd ABN 71 076 515 930 AFSL No. 241400 ('AUSIEX') under the brand of CommSec Adviser Services. AUSIEX is a wholly owned but not guaranteed subsidiary of the Bank. This information has been prepared without taking into account the objectives, financial situation or needs of any particular individual. For this reason, any individual should, before acting on this information, consider the appropriateness of the information, having regard to their objectives, financial situation and needs and, if necessary, seek professional advice. Fees and charges apply. Please consider the General Information Statement and full terms and conditions available on application.

12. OPENING AN ACA AND TERM DEPOSIT

Opening an ACA and Term Deposit for New Clients:

1. Simply select 'CBA Accelerator Cash Account' in step 3 of the online origination process.
2. Print the application form, complete the additional information, sign and post to CommSec Adviser Services – Cash Team, Locked Bag 34, Australia Square NSW 1214 along with any required supporting documentation.
3. Once the ACA is established, advisers can also elect to open a term deposit account on the client's behalf by completing the standalone Term Deposit Application form found on the **Forms** page.



Opening an ACA and Term Deposit for Existing Clients

1. Download and complete the Accelerator Cash Account and Term Deposit Application Form available on the Forms page, print and sign the application and post to CommSec Adviser Services – Cash Team, Locked Bag 34, Australia Square NSW 1214 along with any required supporting documentation.
2. Complete the Change of Payment Options and Direct Debit/Direct Credit Request form available from the Forms page to change your client's existing settlement method to their new Accelerator Cash Account.

FEATURES

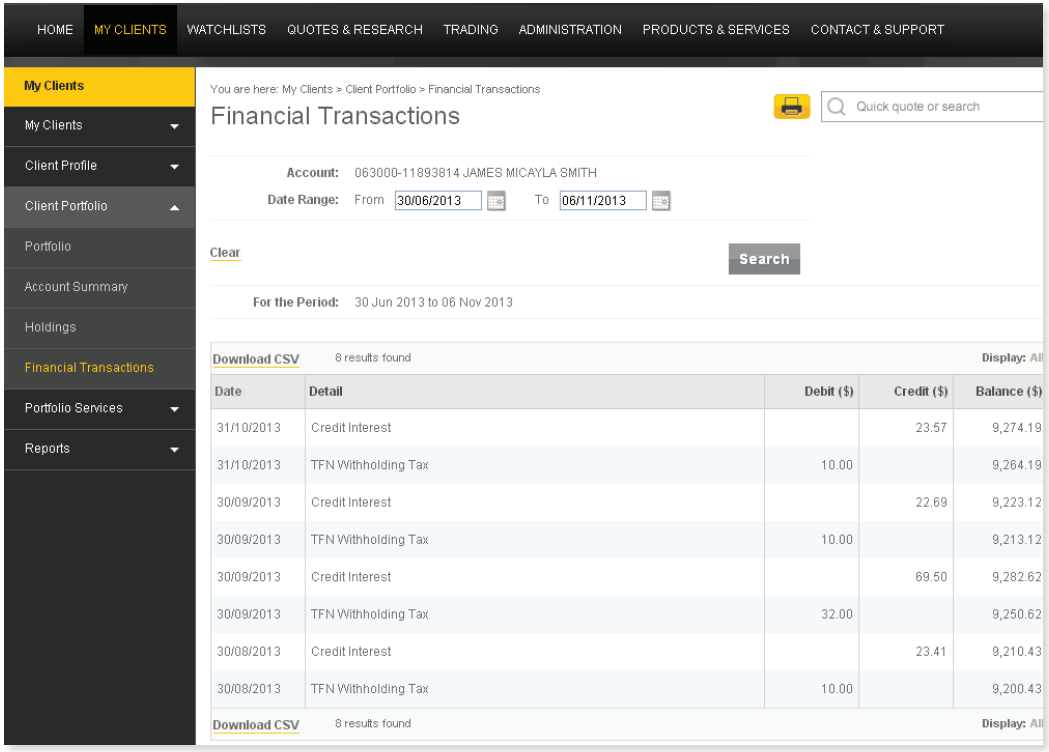
Extensive information as standard including:

- LexisNexis News Stand
- Company Announcements
- Enhanced market data including Market Indices, S&P ASX50, Sector Analysis and Market Watch

The 'Print Screen' button can be located on the upper ride side of every page. It is a useful function in sending the images and text currently on the display screen to the Printer.

13. VIEWING YOUR CLIENTS' ACAS ONLINE

You can view your clients' Accelerator Cash Accounts by clicking the account name on the **Find Client** Page. You'll be taken to the **Financial Transactions** page where you can view the overnight balances of accounts and account transactions. You can click the Download CSV link to download a CSV report of financial transactions for the selected ACA.


HOME
MY CLIENTS
WATCHLISTS
QUOTES & RESEARCH
TRADING
ADMINISTRATION
PRODUCTS & SERVICES
CONTACT & SUPPORT
My Clients
My Clients
Client Profile
Client Portfolio
Portfolio
Account Summary
Holdings
Financial Transactions
Portfolio Services
Reports
You are here: My Clients > Client Portfolio > Financial Transactions
Financial Transactions
Quick quote or search
Account: 063000-11893814 JAMES MICAYLA SMITH
Date Range: From 30/06/2013 To 06/11/2013
Clear
Search
For the Period: 30 Jun 2013 to 06 Nov 2013
Download CSV 8 results found Display: All
Date | Detail | Debit ($) | Credit ($) | Balance ($)
31/10/2013 | Credit Interest | | 23.57 | 9,274.19
31/10/2013 | TFN Withholding Tax | 10.00 | | 9,264.19
30/09/2013 | Credit Interest | | 22.69 | 9,223.12
30/09/2013 | TFN Withholding Tax | 10.00 | | 9,213.12
30/09/2013 | Credit Interest | | 69.50 | 9,282.62
30/09/2013 | TFN Withholding Tax | 32.00 | | 9,250.62
30/08/2013 | Credit Interest | | 23.41 | 9,210.43
30/08/2013 | TFN Withholding Tax | 10.00 | | 9,200.43
Download CSV 8 results found Display: All

QUICK TIP

The balance displayed on the Financial Transactions page is your client's ACA overnight balance.

14. TRANSFERRING YOUR CLIENTS' FUNDS ONLINE

When making an Online Funds Transfer you have the option to transfer to either a nominated or non-nominated account.

Nominated accounts are perfect for any accounts you will be transferring client funds to on a regular basis while non-nominated accounts are great for one-off or irregular transfers.

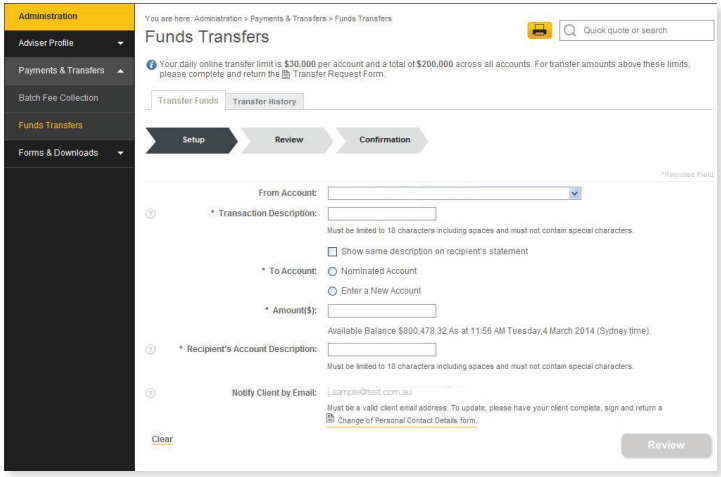
The benefit of nominating an account is all the account details are saved in the system, eliminating the need to enter in BSB and account details each time. Nominated accounts are also pre-approved, removing the need for the client to authorise each transfer, allowing for a more seamless, faster transfer.

The Online Funds Transfer functionality can be accessed two ways:

1. Select **My Client > Find Client** from the top menu. Choose your client and click **Select Action > Funds Transfer**
2. Select **Administration > Funds Transfer** from the top menu

Performing an Online Funds Transfer is a simple three step process:

1. Enter transfer details (transfer to either a nominated or non-nominated account)
2. Review transfer details
3. Submit transfer



Find Out More

To learn more about Online Funds Transfers download the Cash Portal User Guide by selecting **Products & Services > Cash Management > Resources** from the top menu.

FEATURES

- Transfer funds from your clients' accounts to any Australian bank account
- Transfer to nominated and non-nominated accounts
- Add up to 10 nominated accounts per client
- Notify your clients of each transfer with automatic notification emails
- Keep track of every transfer via the Transfer History feature
- Transfer up to $30,000 per client and up to $200,000 across all client accounts per day.

QUICK TIP

If you choose to transfer to a non-nominated account the account details you enter will not save in the system and will have to be re-entered for any future transfers to that particular account.

To add a nominated account the client must complete, sign and return a Direct Credit Nomination form.

Accelerator Cash Account and Term Deposit are products of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 ('Bank') and are administrated by Australian Investment Exchange Ltd ABN 71 076 515 930 AFSL No. 241400 ('AUSIEX') under the brand of CommSec Adviser Services. AUSIEX is a wholly owned but not guaranteed subsidiary of the Bank. This information has been prepared without taking into account the objectives, financial situation or needs of any particular individual. For this reason, any individual should, before acting on this information, consider the appropriateness of the information, having regard to their objectives, financial situation and needs and, if necessary, seek professional advice. Fees and charges apply. Please consider the General Information Statement and full terms and conditions available on application.

15. PAY A BILLER WITH BPAY®

Seamlessly pay utilities, rates and other bills on behalf of your clients to any Australian BPAY Biller.

The BPAY functionality can be accessed two ways:

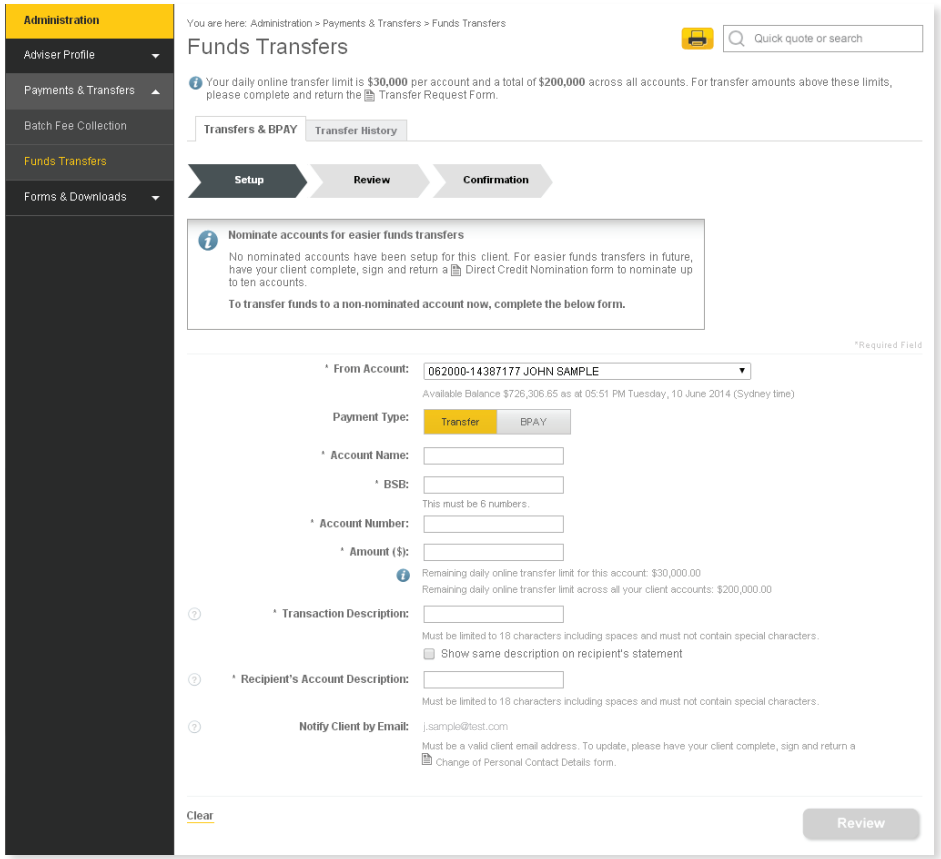
1. Select **My Client > Find Client** from the top menu. Choose your client and click **Select Action > Funds Transfer**
2. Select **Administration > Funds Transfer** from the top menu

Performing a BPAY transaction is a simple three step process:

1. Enter Biller details
2. Review transaction details
3. Submit transfer

Find Out More

To learn more about making a BPAY transaction, download the Cash Portal User Guide by selecting **Products & Services > Cash Management > Resources** from the top menu.


Administration
Adviser Profile
Payments & Transfers
Batch Fee Collection
Funds Transfers
Forms & Downloads
You are here: Administration > Payments & Transfers > Funds Transfers
Funds Transfers
Quick quote or search
Your daily online transfer limit is $30,000 per account and a total of $200,000 across all accounts. For transfer amounts above these limits, please complete and return the Transfer Request Form.
Transfers & BPAY
Transfer History
Setup
Review
Confirmation
Nominate accounts for easier funds transfers
No nominated accounts have been setup for this client. For easier funds transfers in future, have your client complete, sign and return a Direct Credit Nomination form to nominate up to ten accounts.
To transfer funds to a non-nominated account now, complete the below form.
*Required Field
* From Account:
062000-14387177 JOHN SAMPLE
Available Balance $726,306.65 as at 05:51 PM Tuesday, 10 June 2014 (Sydney time)
Payment Type:
Transfer
BPAY
* Account Name:
* BSB:
This must be 6 numbers.
* Account Number:
* Amount ($):
Remaining daily online transfer limit for this account: $30,000.00
Remaining daily online transfer limit across all your client accounts: $200,000.00
* Transaction Description:
Must be limited to 18 characters including spaces and must not contain special characters.
Show same description on recipient's statement
* Recipient's Account Description:
Must be limited to 18 characters including spaces and must not contain special characters.
Notify Client by Email:
j.sample@test.com
Must be a valid client email address. To update, please have your client complete, sign and return a Change of Personal Contact Details form.
Clear
Review

FEATURES

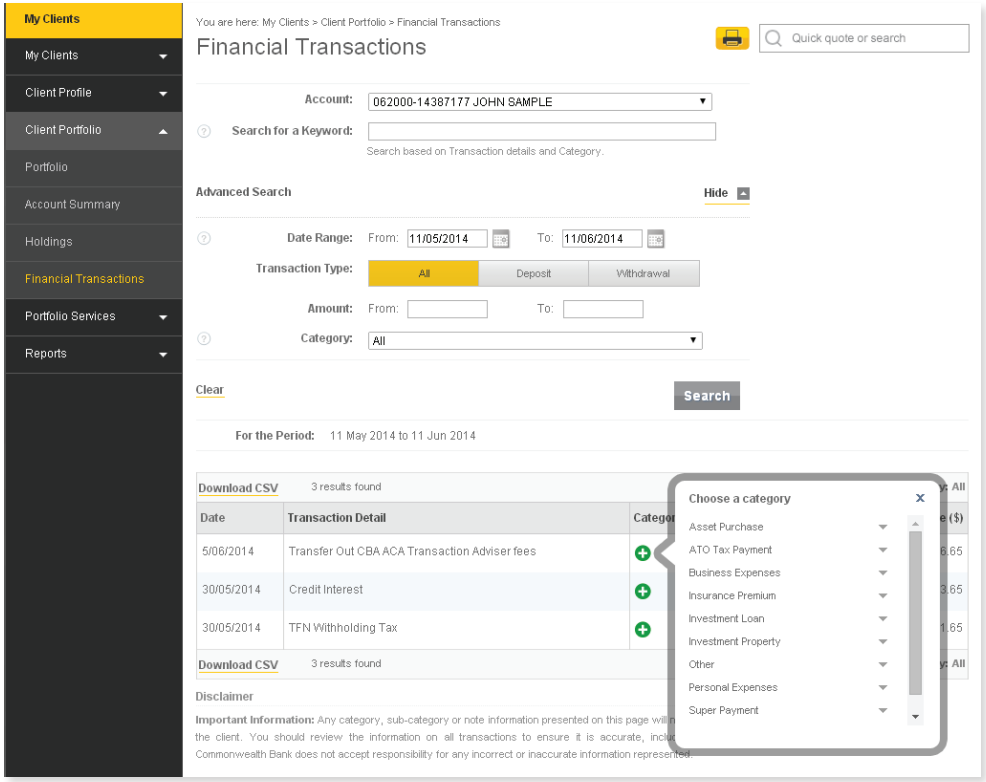
Transfer up to $30,000 per client and up to $200,000 across all client accounts per day.

QUICK TIP

Keep track of every BPAY transaction via the Transfer History feature.

16. CATEGORISE TRANSACTIONS

Categorise your clients' transactions to simplify client cash-flow management.
Simply select **My Client > Find Client** from the top menu, and then choose the client you wish to view.
You can then use the ⊕ symbol to categorise a transaction.



Find Out More

To learn more about categorising transactions, download the Cash Portal User Guide by selecting **Products & Services > Cash Management > Resources** from the top menu.

QUICK TIP

Easily search for transactions by keyword, transaction type, amount, date range and category filters.

17. ACTIVATING THE DIVIDEND DIRECTION SERVICE

There are two ways to activate Dividend Direction service for clients, one for new clients and another for existing clients:

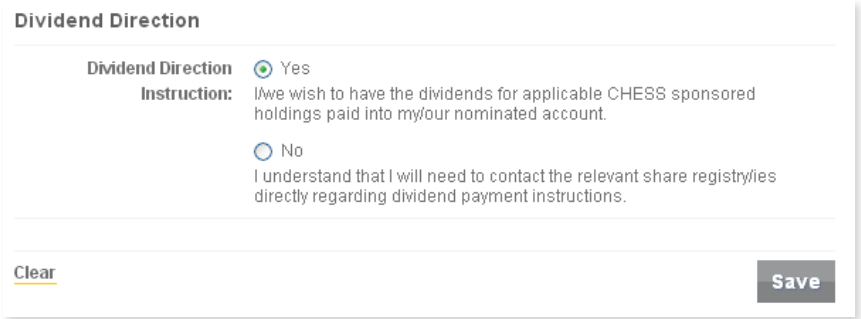
Activating Dividend Direction for new clients

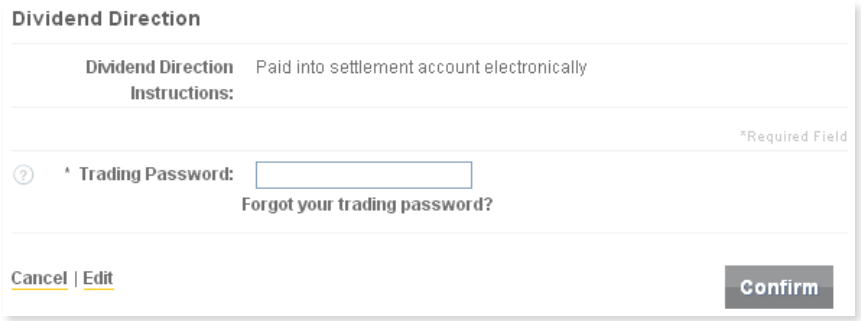
1. Commence the process to add a **New Client** as normal
2. In **step 3**, select **CBA Accelerator Cash Account** to open a new CBA ACA for your client and make it the default settlement account
3. Once you select **CBA Accelerator Cash Account**, the **Dividend Direction Service** details will appear below
4. Select **Yes** to have the dividends for applicable CHESS sponsored holdings paid into your client's CBA ACA account

Activating Dividend Direction for existing clients

To activate an existing client's account for the Dividend Direction service, simply:

1. From the homepage select **My Clients**, then **Find Client** from the top menu navigation
2. Search for the client account and Select **Client Profile** from the 'Action' Menu beside the client you wish to select
3. Select the **Account Details** tab, scroll down to 'Dividend Direction' and choose 'Yes' to receive dividend payments electronically
4. Click on the **Save** button
5. After entering your trading password select the **Confirm** button
6. The update can take up to 48 hours to take effect.


Dividend Direction
Dividend Direction Instruction:
Yes
I/we wish to have the dividends for applicable CHESS sponsored holdings paid into my/our nominated account.
No
I understand that I will need to contact the relevant share registry/ies directly regarding dividend payment instructions.
Clear
Save



FEATURES

1. Have your client's dividends paid directly into their linked Commonwealth Bank Accelerator Cash Account
2. Conveniently opt-in or out of Dividend Direction on behalf of your clients online through the **Client Account Details tab**

QUICK TIP

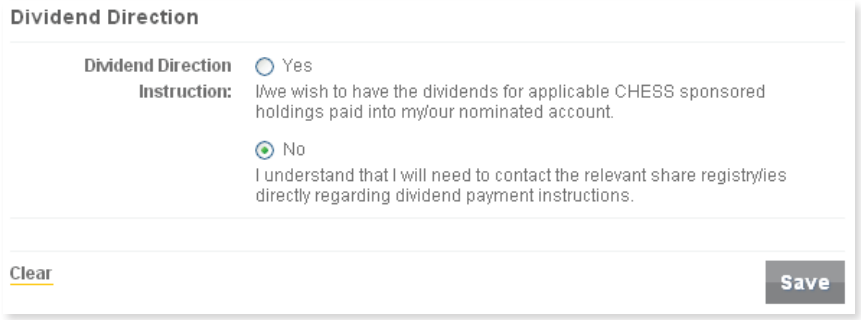
1. The Dividend Direction feature is only available where your client's CommSec Adviser Services trading account is settling to a linked **CBA Accelerator Cash Account**

17 a. DE-ACTIVATING THE DIVIDEND DIRECTION SERVICE

You may de-activate the Dividend Direction service on future holdings only. Your client will need to contact the share registries to have their account number removed for existing dividend payments.

To de-activate a client's account for the Dividend Direction service, simply:

1. From the homepage select **My Clients,** then **Find Client** from the top menu navigation
2. Search for the client account and Select **Client Profile** from the 'Action' Menu beside the client you wish to select
3. Select the **Account Details** tab, scroll down to 'Dividend Direction' and choose 'No' to receive dividend payments via post
4. Click on the **Save** button
5. After entering your trading password select the **Confirm** button
6. The update can take up to 48 hours to take effect
7. Your client will need to contact the relevant share registry to arrange a new payment method if they no longer wish to direct credit dividends from shares held on their account into their CBA Accelerator Cash Account.


Dividend Direction
Dividend Direction Instruction:
Yes
I/we wish to have the dividends for applicable CHESS sponsored holdings paid into my/our nominated account.
No
I understand that I will need to contact the relevant share registry/ies directly regarding dividend payment instructions.
Clear
Save

FEATURES

1. Conveniently opt-in or out of Dividend Direction on behalf of your clients online through the **Client Account Details** tab

QUICK TIP

1. Your clients can manage their Dividend Direction preferences themselves by contacting the Share Registries directly.

18. RESEARCH TOOLS

We know that access to incisive, up-to-date information makes smart investing simpler. That's why the CommSec Adviser Services website gives you extensive information as standard.

However, if you would like even greater information to help better inform your investment decisions, you can subscribe to one of our three enhanced information packages:

Research Plus

- Research Plus delivers detailed stock recommendations and a corporate events calendar, helping you to provide genuine insights to your clients.

MarketPro

- A dynamic market data platform powered by IRESS. Receive Dynamic online market data including detailed security information, comprehensive market overview information, advanced charting abilities with added indicators and tools, historical data and more.

Combined Package

- Upgrade to our Combined Package which brings together all the great features of our Research Plus offering and MarketPro platform.

For more information on the features of the enhanced research subscription packages, select **Administration > Alerts and Subscriptions** from the main menu and click the subscriptions tab across the top of the screen.

To subscribe to one of the three enhanced research packages, you will need to complete a '**Change of Information Services**' form available from the **Forms** page. Fees and charges apply.

FEATURES

Extensive information as standard including:

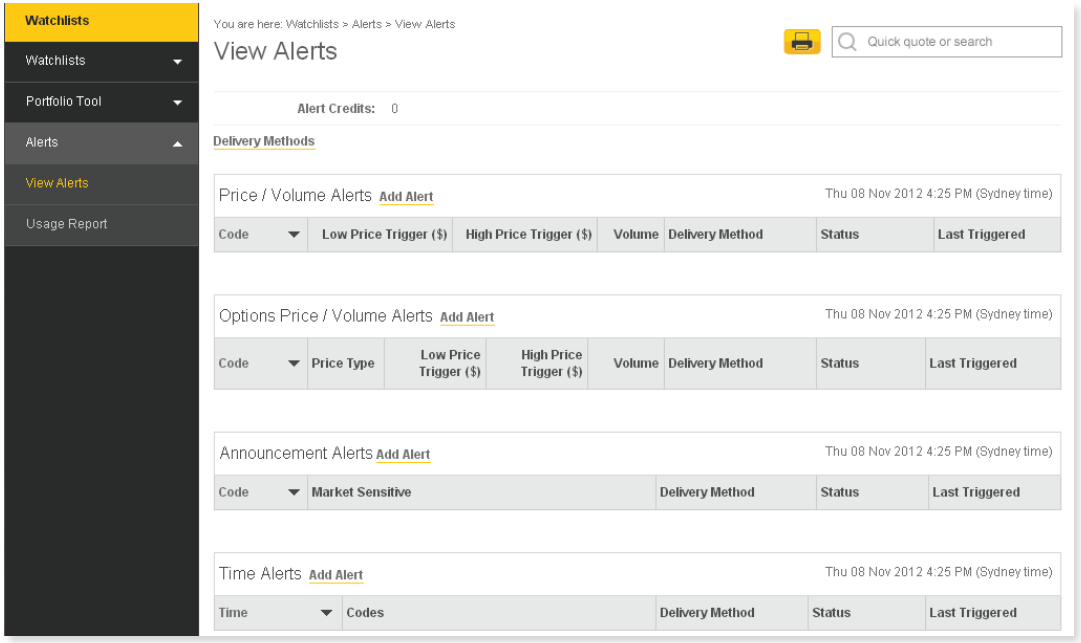
- LexisNexis News Stand
- Company Announcements
- Enhanced market data including Market Indices, S&P ASX50, Sector Analysis and Market Watch

The 'Print Screen' button can be located on the upper ride side of every page. It is a useful function in sending the images and text currently on the display screen to the Printer.

19. ALERTS

Alerts can let you know when your nominated stock(s) reach a specified price, volume or a company announcement is made. You can also use time alerts to get updates on stocks at times nominated by you throughout the day.

As an adviser, you are automatically subscribed to our Alerts service, which you can set up and manage from the **Watchlists > Alerts > View Alerts** page. You can elect to receive alerts by SMS and/or email when you **add** or **edit** an alert.



FEATURES

1. Setup SMS or Email alerts for the following notifications – Price & Volume for Equities and Options, Announcements and Time Alerts
2. Setup alerts via the Watchlist menu
3. Add new alerts without knowing the exact ASX code using the predictive Stock Picker
4. Add multiple email addresses and mobile numbers for alerts to be delivered to

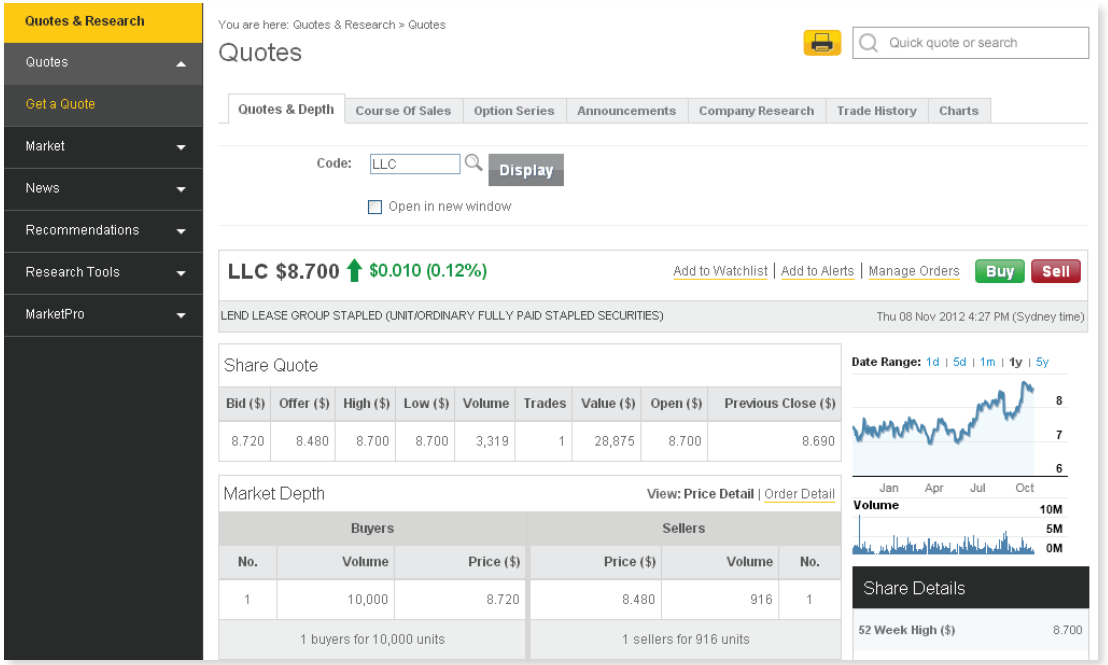
QUICK TIP

Cancel an alert at any time from the **Watchlists > Alerts > View Alerts** page. Simply click **Edit** next to the alert you wish to modify and select **Remove**.

20. QUOTES

The consolidated **Quotes** page gives you fast access to intuitive information. All you need to know about a security is accessible from one page including full trading details plus price and snapshot charting for tracking individual stock movements.

Then, if you decide to place a trade it's just one click to Buy Buy or Sell Sell .

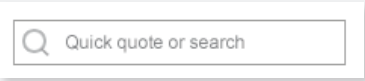


FEATURES

1. Simply type in the code for the desired security if you know it or click the magnifying glass to look-up the code
2. Quick market depth available in the quote view
3. Quickly switch between a variety of views and information available – Market Depth, Course of Sales, Option Series and Charts – simply click the relevant tab

QUICK TIP

With the 'Quick Quote or Search' bar available in the top-right of every page, you're never more than one-click away from accessing quote information.

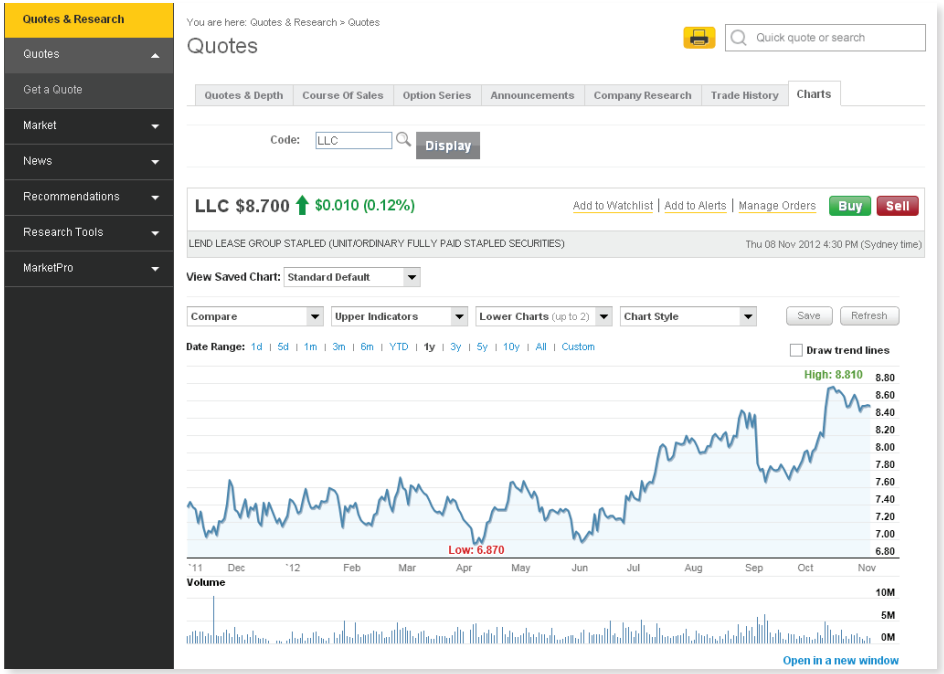


Plus, search for content and functions on the website by typing in keywords.

21. ENHANCED CHARTING

The **Charts** page gives you a great range of options for creating custom charts. You can:

- customise and save your chart displays;
- set up custom date ranges;
- choose from a variety of chart styles including Mountain, Candlestick and % change;
- add comparisons to another share price, Australian index or Australian sector; and much more.



FEATURES

Powerful charting helps better inform your investment decisions by giving you amazing insight into market trends.

QUICK TIP

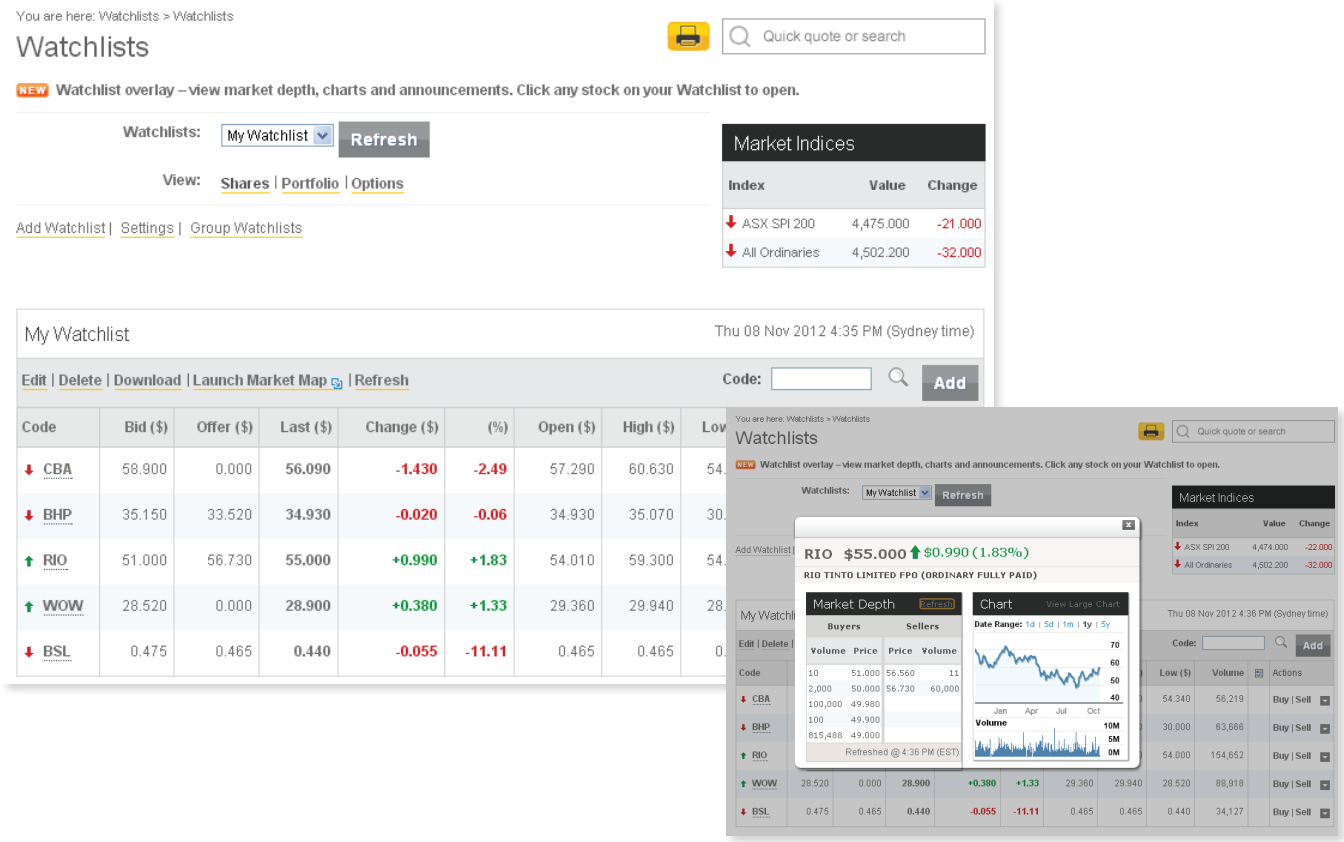
Move your mouse cursor anywhere on the chart to view Open, High, Low and Close prices corresponding to that date.

22. CUSTOM PORTFOLIOS AND WATCHLISTS

View your Watchlist as a Custom Portfolio and track the purchase price and profit and loss of each stock. You can create up to 50 different Watchlists and 50 Custom Portfolios, each containing up to 35 stocks.

The watchlist overlay functionality allows you to view market depth, charts and announcements for stocks on your watchlist without having the leave the Watchlists page. Simply click on the stock you wish to view and select either **Market Depth & Chart** or **Announcements** from the Quick View menu.

You can view and organise your Watchlists by selecting **Watchlists** from the main menu.


You are here: Watchlists > Watchlists
Watchlists
Quick quote or search
NEW Watchlist overlay – view market depth, charts and announcements. Click any stock on your Watchlist to open.
Watchlists: My Watchlist Refresh
View: Shares | Portfolio | Options
Add Watchlist | Settings | Group Watchlists
Market Indices
Index Value Change
ASX SPI 200 4,475.000 -21.000
All Ordinaries 4,502.200 -32.000
My Watchlist
Thu 08 Nov 2012 4:35 PM (Sydney time)
Edit | Delete | Download | Launch Market Map | Refresh
Code: Add
Code Bid ($) Offer ($) Last ($) Change ($) (%) Open ($) High ($) Low
CBA 58.900 0.000 56.090 -1.430 -2.49 57.290 60.630
BHP 35.150 33.520 34.930 -0.020 -0.06 34.930 35.070
RIO 51.000 56.730 55.000 +0.990 +1.83 54.010 59.300
WOW 28.520 0.000 28.900 +0.380 +1.33 29.360 29.940
BSL 0.475 0.465 0.440 -0.055 -11.11 0.465 0.465
RIO $55.000 $0.990 (1.83%)
RIO TINTO LIMITED FPO (ORDINARY FULLY PAID)
Market Depth
Chart

FEATURES

1. Quick access to the Watchlists via the **Quick Links** menu at the top of each page
2. Both Market Sensitive and General Announcements are displayed against stocks in the Watchlist
3. Add and rename watchlists with a single mouse click
4. Download a Watchlist (in csv format) to use in your favourite financial application

QUICK TIP

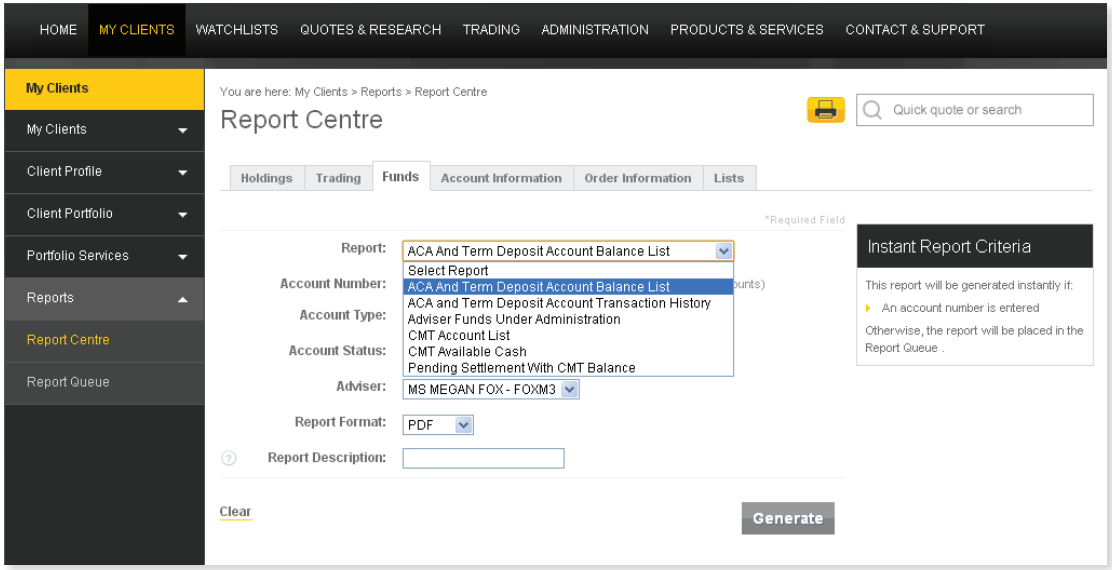
1. Switch between **Shares**, **Portfolio** and **Options** views by clicking the view selector beneath the **Watchlists** drop-down menu
2. View up to 5 Watchlists at once by grouping them using the **Group Watchlists** function

23. REPORT CENTRE

Take advantage of the new and improved **Report Centre** offering more than 20 reports including:

- Client Portfolio Holdings
- Portfolio Transaction History
- Pending Settlements
- Conditional Orders
- Confirmation Notes Report
- Account Trading History
- ACA and Term Deposit Account Balance and Transaction Reports, plus many more

You can access the Report Centre by click **Reports > Report Centre** on the main menu.

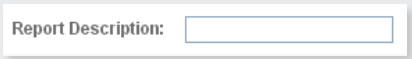


FEATURES

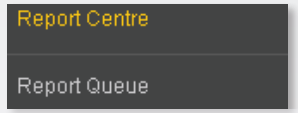
1. Generate a range of reports at client, adviser and dealer group level from the different tabs and their categories

2. Choose the format of the report before generating it

3. Enter a description for each report

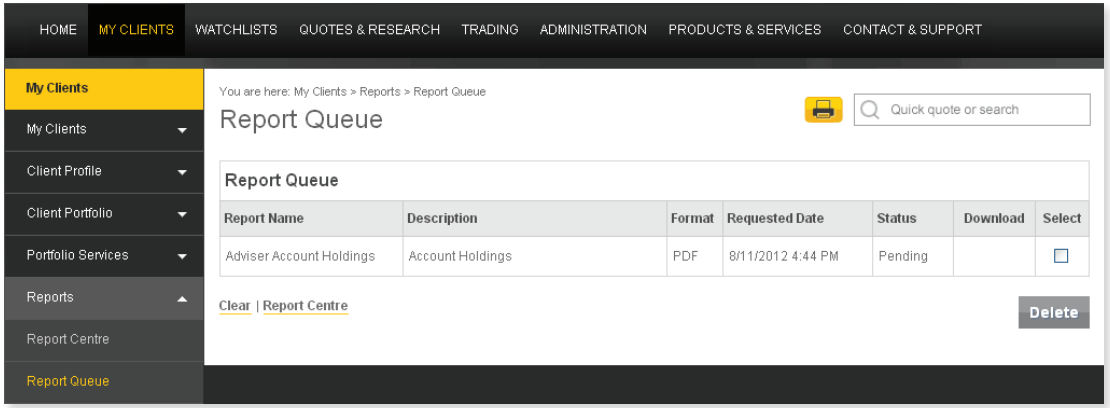


4. Meet the 'Instant Report Criteria' and have the report generate immediately. Otherwise, the report will be placed in the Report Queue.



Report Queue

Whilst a number of reports are available instantly, some reports require time to generate and will become available from the **Report Queue**. You can download your reports from the **Report Queue** by clicking the blue **Download** link.



FEATURES

Once a report has been successfully generated in the **Report Queue**, you can download and save the report

On the **Administration page**, you can elect to receive up to five copies of your client's confirmation and options statements and order notifications for free.

24. ADMINISTRATION

Clicking **Administration>Adviser Details** will take you to the Adviser Details page. On this page you can update your address, telephone number and email address and set preferences for receiving confirmations and options statements and order notifications.

Resetting your password

You can reset your password by going to Administration > Manage Passwords. **Please Note:** If you have forgotten your password you will need to call us on **1800 252 351** to reset your password

Batch Fee Collection

Batch Fee Collection allows you to debit pre-agreed fees from your client's Accelerator Cash Accounts online in 5 simple steps when you have a signed Authority to Operate in place.

1. Download and complete a pre-populated client template file

2. Upload the completed fee template and submit the file for processing

3. Client accounts are debited on the evening that the file is submitted

4. Debited amounts are sent to the Dealer Group account

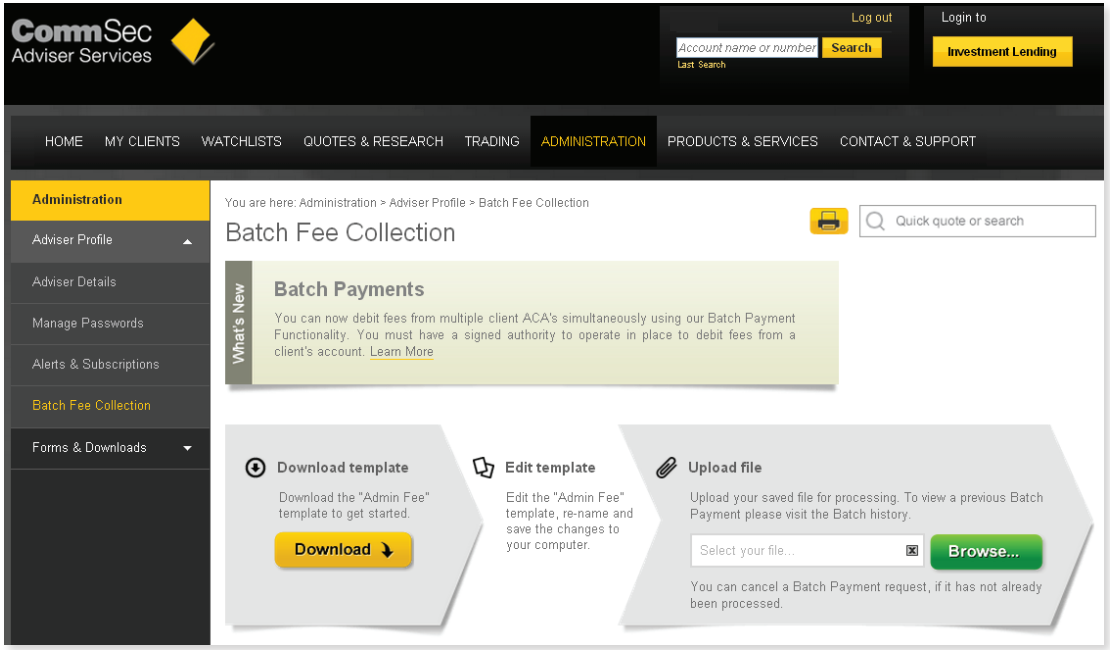
5. Comprehensive reporting allows the Dealer Group to match client payments to advisers, providing a reliable audit trail and greater efficiency in the remitting of fees back to the adviser

FEATURES

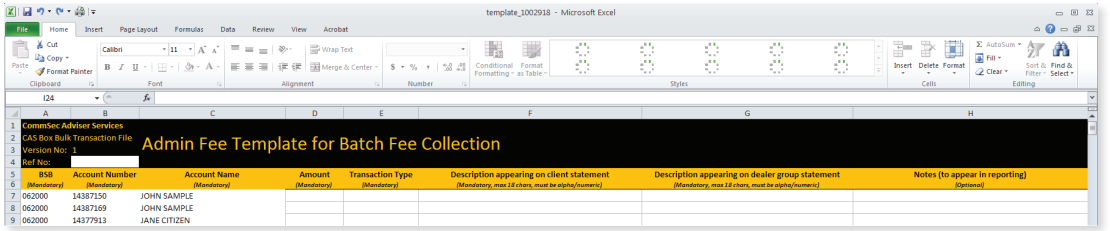
Benefits of Batch Fee Collection

- Collect fees from multiple clients simultaneously
- Simplify your admin process
- Seamlessly transfer fees from your clients' accounts to your Dealer Group
- No need to wait for cheques or for your Dealer Group to match incoming payments back to you

Access the Batch Fee Collection screen by selecting **Administration > Batch Fee Collection** from the top menu. To get started, download the Admin Fee excel template containing a list of all your eligible client accounts by selecting **Download**


CommSec Adviser Services
Log out
Account name or number
Search
Last Search
Login to
Investment Lending
HOME
MY CLIENTS
WATCHLISTS
QUOTES & RESEARCH
TRADING
ADMINISTRATION
PRODUCTS & SERVICES
CONTACT & SUPPORT
Administration
Adviser Profile
Adviser Details
Manage Passwords
Alerts & Subscriptions
Batch Fee Collection
Forms & Downloads
You are here: Administration > Adviser Profile > Batch Fee Collection
Batch Fee Collection
Quick quote or search
What's New
Batch Payments
You can now debit fees from multiple client ACA's simultaneously using our Batch Payment Functionality. You must have a signed authority to operate in place to debit fees from a client's account. Learn More
Download template
Download the "Admin Fee" template to get started.
Download
Edit template
Edit the "Admin Fee" template, re-name and save the changes to your computer.
Upload file
Upload your saved file for processing. To view a previous Batch Payment please visit the Batch history.
Select your file...
Browse...
You can cancel a Batch Payment request, if it has not already been processed.

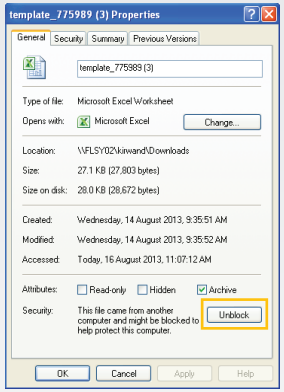
Next, complete the 'Amount' and select the 'Transaction Type' from the drop down menu for each client account. You will need to provide a short description to appear on both your client and Dealer Group's account statements. *Please note this description must be a maximum of 18 characters and cannot contain special characters (letters and numbers only).*



QUICK TIP

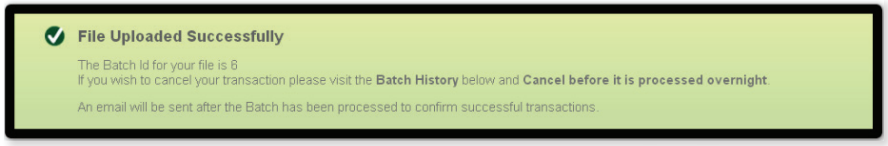
You can delete any client accounts you do not want to debit from the 'Admin Fee Template'.

If you encounter a 'File is corrupt and cannot be opened' error when you try to open the Admin Fee template, go to the **Downloads** folder on your computer and right click on the template file to open the menu, click Properties, then select Unblock and click **OK**.

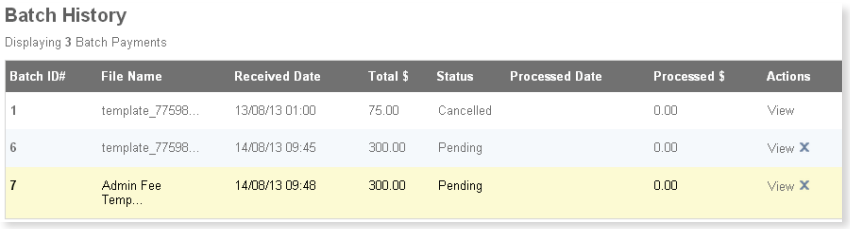


Once completed, save the template and return to the CommSec Adviser Services website to upload. To upload the template, click Browse... to select the file then click Upload to upload the completed template.

If the file is uploaded successfully, you will receive a message stating that the file has uploaded successfully and a Batch ID will be assigned. Client accounts are debited on the evening that the file is uploaded. An email will be sent to you after the Batch has been processed advising that the entries were processed successfully.


File Uploaded Successfully
The Batch Id for your file is 6
If you wish to cancel your transaction please visit the Batch History below and Cancel before it is processed overnight
An email will be sent after the Batch has been processed to confirm successful transactions.

You can view the status of Batch Fee Collections you have uploaded at the bottom of the webpage under Batch History. To cancel a pending Batch Payment, simply click the X icon under 'Actions'. Pending Batch Payments must be cancelled by 8pm Sydney time.



Batch History

Displaying **3** Batch Payments

Batch ID#	File Name	Received Date	Total $	Status	Processed Date	Processed $	Actions
1	template_77598...	13/08/13 01:00	75.00	Cancelled		0.00	View
6	template_77598...	14/08/13 09:45	300.00	Pending		0.00	View ✕
7	Admin Fee Temp...	14/08/13 09:48	300.00	Pending		0.00	View ✕

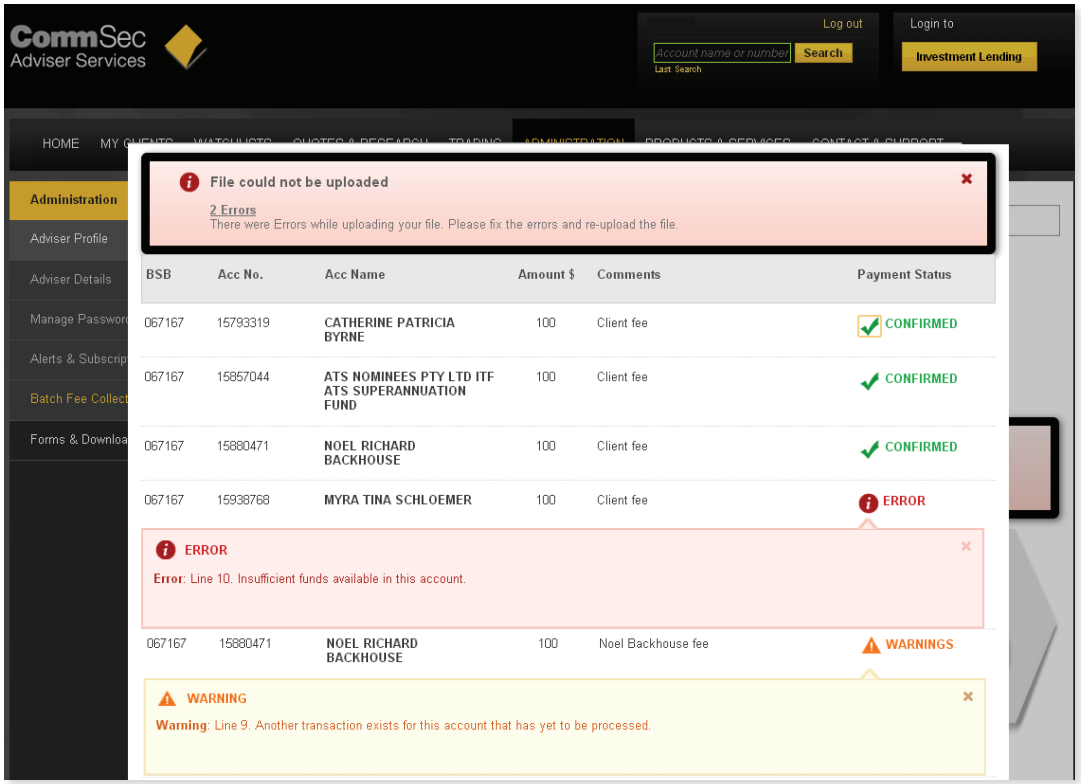
QUICK TIP

Upload the Admin Fee template by 5pm Sydney time to ensure payments are debited from client ACA's that evening.

Errors and Warnings

If the template cannot be uploaded successfully, you will receive an error message or warning message stating the file could not be uploaded.

Select the **Error/Warning** icon to view the error and/or warning messages. If you have any errors (for example, insufficient funds in your client's bank account or a duplicate transaction) you will need to rectify the errors and reload the template to continue with the batch upload. If you wish to remove a specific account from the batch, simple delete the account from the fee template before uploading again.


CommSec
Adviser Services
Log out
Account name or number
Search
Last Search
Login to
Investment Lending
HOME
Administration
Adviser Profile
Adviser Details
Manage Password
Alerts & Subscrip
Batch Fee Collect
Forms & Downloa
File could not be uploaded
2 Errors
There were Errors while uploading your file. Please fix the errors and re-upload the file.
BSB
Acc No.
Acc Name
Amount $
Comments
Payment Status
067167 15793319 CATHERINE PATRICIA BYRNE 100 Client fee CONFIRMED
067167 15857044 ATS NOMINEES PTY LTD ITF ATS SUPERANNUATION FUND 100 Client fee CONFIRMED
067167 15880471 NOEL RICHARD BACKHOUSE 100 Client fee CONFIRMED
067167 15938768 MYRA TINA SCHLOEMER 100 Client fee ERROR
ERROR
Error: Line 10. Insufficient funds available in this account.
067167 15880471 NOEL RICHARD BACKHOUSE 100 Noel Backhouse fee WARNINGS
WARNING
Warning: Line 9. Another transaction exists for this account that has yet to be processed.

If you receive a warning message, select Accept Warnings to continue with your file upload. Alternatively, you can amend your Admin Fee template and re-upload the file. If you do not accept the warnings you will not be able to proceed with your file upload.

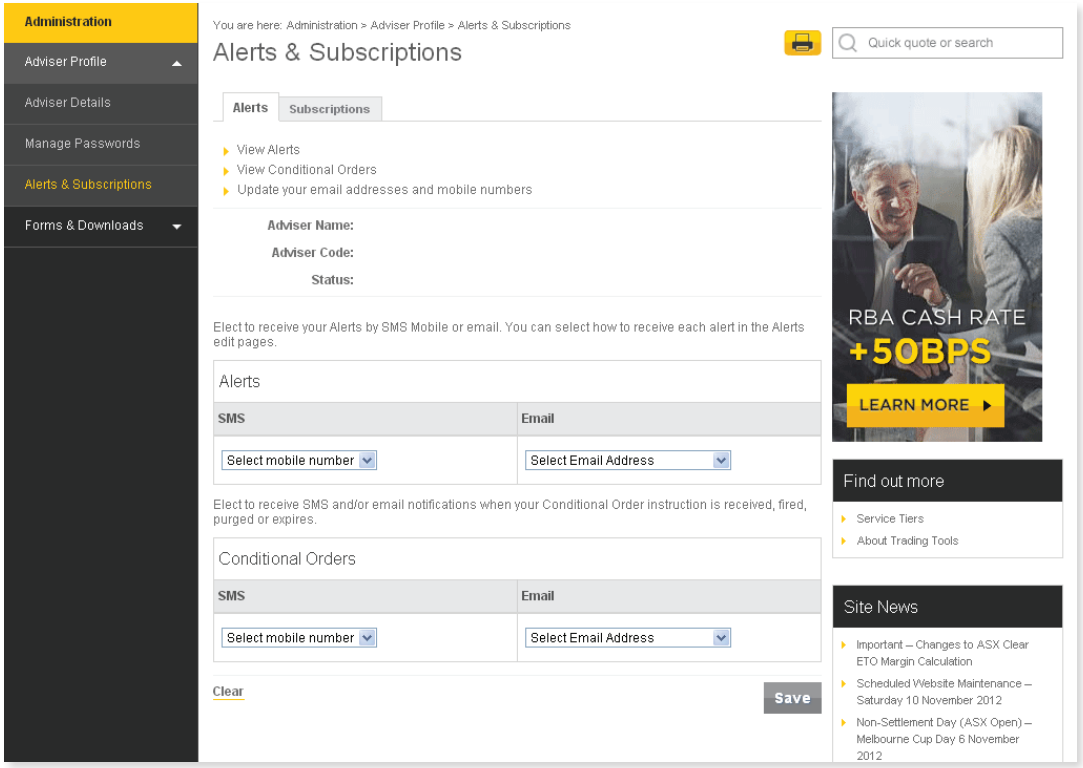
QUICK TIP

Before you can use the Batch Fee Collection functionality, your Dealer Group will need to establish a Commonwealth Bank Business Account and complete the 'Dealer Group Bank Account Nomination Form'. The form can be found on the **Forms & Downloads** page.

Alerts & Subscriptions

You can manage your Alerts and Subscriptions by clicking **Administration > Alerts & Subscriptions**. On the Alerts page, you can elect to receive free alerts and Conditional Order notifications by SMS or email.

The **Subscriptions** page provides you with information about the different levels of information services available to you, and the features of each level.



Forms & Downloads

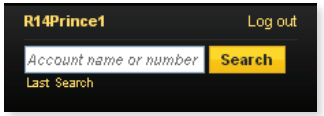
Clicking **Administration > Forms & Downloads** will take you to the forms & downloads page where you can download application, administration and legal forms.

QUICK TIP

You can change your service level by completing and returning a **change in information services** form. The form can be found on the **Forms & Downloads** page.

25. LOGGING OUT

To end your session on CommSec Adviser Services, simply click the **Log out** button in the top right corner of the screen.



26. ANY QUESTIONS?

If you have any questions about using the CommSec Adviser Services website, please contact client support:

Telephone: **1800 252 351**

Email: **commsecadviserservices@cba.com.au**

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